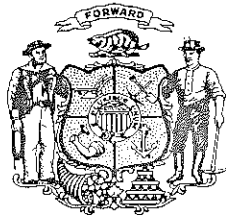


STATE OF WISCONSIN

SENATE CHAIR
MARK MILLER

317 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-9170



ASSEMBLY CHAIR
MARK POCAN

309 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8952
Phone: (608) 266-8570

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Mark Miller
Representative Mark Pocan

Date: September 3, 2010

Re: DHS Report on Management of Milwaukee County Income
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28 (the 2009 biennial budget act).

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, including all monthly Milwaukee County Enrollment Services reports, that the Department is required to provide to the plaintiffs in the litigation against agency officials and others, known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm



Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

September 1, 2010

RECEIVED
SEP 03 2010

BY: *St. Faganer*

Senator Mark Miller, Co-Chair
Joint Committee on Finance
Room 317 East State Capitol
Madison WI 53702

Representative Mark Pocan, Co-Chair
Joint Committee on Finance
Room 309 East State Capitol
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the ninth report provided to plaintiffs, which was transmitted on August 31, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

Diane M. Welsh
Chief Legal Counsel

Jim Doyle
Governor

Karen E. Timberlake
Secretary



State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

August 31, 2010

Ms. Anne L. DeLeo
Nelson, Irvings & Waeffler, S.C.
2675 N. Mayfair Road, Suite 420
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*
Case No. 08-CV-670 (E.D. Wisc)

Dear Attorney DeLeo,

Attached please find the State Defendant's monthly report for performance of the Milwaukee Enrollment Services Center for July, 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel

CC: Karen Timberlake, Secretary
Kenneth Munson, Deputy Secretary
Jason Helgeson, Division Administrator
James Jones, Deputy Division Administrator
Edward Kamin, Milwaukee Enrollment Services
Steve Kilpatrick, Department of Justice

Milwaukee County Enrollment Services Report

July 2010
(as of 7/31/2010)

| Report | Criteria | Details | |
|---------------------------------|--|----------------|------------|
| | | Count | Percentage |
| Programs Open for and Confirmed | BadgerCare Plus Only | 15,135 | 13.72% |
| | Medicaid EBD Only | 12,693 | 11.51% |
| | Medicaid Other Only | 1,975 | 1.79% |
| | | | |
| | BadgerCare Plus and FoodShare | 45,601 | 41.34% |
| | Medicaid EBD, LTC and FoodShare | 8,790 | 7.97% |
| | Medicaid Other and FoodShare | 4,031 | 3.65% |
| | | | |
| | FoodShare | 22,092 | 20.03% |
| | Total Cases | 110,317 | |
| Timeliness | Applications Processed in Month | 5,263 | |
| | Applications Processed Timely | 4,516 | 85.81% |
| | Applications Processed Untimely | 747 | 14.19% |
| | | | |
| | Reviews Processed in Month | 8,335 | |
| | Reviews Processed Timely | 8,006 | 96.05% |
| | Reviews Processed Untimely | 329 | 3.95% |
| | | | |
| | SMRFs Processed in Month: | 3,920 | |
| | Received by the 5 th day of the Month | 2,011 | |
| | Processed Timely | 1,928 | 95.87% |
| | Processed Untimely | 83 | 4.13% |
| | | | |
| | Received after 5 th day but within the Month | 1,909 | |
| | Processed Timely | 1,474 | 77.21% |
| | Processed Untimely | 435 | 22.79% |
| Verification-Related | Number of Cases Pending Due to Verification ^a | 6,701 | |
| | % of verification documents requested as a result of a reported change that are timely processed | 100.00% | |
| Churning | Number of Cases Closed in Last 60 Days and Reopened This Month | 582 | 11.06% |
| Change/Call Center | Total Phone Calls Milwaukee Change/Call Center | 37,801 | |
| | Percentage Answered ^b | 86.00% | |
| | Average Hold Time | 20 minutes | |

^a This represents the total number of cases in which verification was requested from an individual and are still pending at the end of the month, whether or not the individual has provided the verification. The verification could have been requested for any ongoing case and could be for a review, SMRF, or reported change.

^b In the percentage unanswered (approximately 14%) are any calls where the individual hung up. These may be calls where the individual received the information they needed from the messaging or did not want to wait until they could reach a worker. It is not currently possible to identify the reason that a person hung up